

**Number of complaints by reason received between July and September 2011**

Complaint Reason	Nr of Complaints
Baggage Allowance	40
Cancellations	441
Check-in problems	19
Delays	412
Denied Boarding	68
Diverted Flight	38
Documents	13
Fares	5
Ground Services	10
In-flight Services	24
Mishandled baggage	110
Missed connections	41
Missed departure	60
Other	31
Reservation Issues	76
Schedule Changes	15
Seating	13
Security	5
Special Needs	8
Taxes, fees and charges	19
Ticketing / refund	51
TOTAL	1499